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Electronic Patent Application Submission
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EFS ID: 61709

Application ID: 10799712



Title of Invention:

INTELLIGENT CALL ROUTING FOR
CROSS-SELL OFFER SELECTION
BASED ON OPTIMIZATION
PARAMETERS AND/OR ACCOUNT
LEVEL DATA

First Named Inventor: Lizhi MA et al.

Domestic/Foreign Application: Domestic Application

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Statement

Filing Type:

Confirmation number: 8969

Attorney Docket Number: 47004.000280


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**TRANSMITTAL**

Electronic Version v1.1

Stylesheet Version v1.1.0

Title of Invention	INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER SELECTION BASED ON OPTIMIZATION PARAMETERS AND/OR ACCOUNT LEVEL DATA	
Application Number: 10/799712 		
Date: 2004-03-15		
First Named Applicant: Lizhi MA et al.		
Confirmation Number: 8969		
Attorney Docket Number: 47004.000280		
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Submitted by:	Elec. Sign.	Sign. Capacity
Stephen Schreiner Registered Number: 43,097	Stephen Schreiner	Attorney
Documents being submitted	Files	
us-ids	IDSfor47004.280CAT2and5-usidst.xml	
	us-ids.dtd	
	us-ids.xsl	
Comments		



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention

INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER
SELECTION BASED ON OPTIMIZATION PARAMETERS
AND/OR ACCOUNT LEVEL DATA

Application Number: 10/799712



Confirmation Number: 8969

First Named Applicant: Lizhi MA et al.

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Search string: (5414754 or 5452350 or 5530744 or 6052460
or 6064973 or 6215783 or 4694397 or 4722054
or 4745468 or 4774664 or 4797911 or 4914587
or 4926255 or 4932046 or 5121945 or 5179584
or 5259023 or 5383113 or 5555299 or 5559855
or 5561707 or 5594791 or 5615341 or 5684863
or 5715450 or 5742775 or 5745706 or 5758126
or 5765142 or 5793846 or 5815551 or 5832447
or 5835087 or 5923745 or 5953406 or 6016344
or 6098052 or 6100891 or 6101486 or 6212178
or 6230287 or 6233332 or 6304653 or 4649563
or 4694483 or 4792968 or 20020016769 or
20020023055 or 20020059141 or
20010047489).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
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	3	5530744	1996-06-25	Charalambous			
	4	6052460	2000-04-18	Fisher			
	5	6064973	2000-05-16	Smith			
	6	6215783	2001-04-10	Neyman			
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	13	4926255	1990-05-15	Von Kohorn
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Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
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	2	20020023055	2002-02-21	Antognini			
	3	20020059141	2002-05-16	Davies et al.			
	4	20010047489	2001-11-29	Ito et al.			

Signature

Examiner Name	Date